ORDER FORM SUPPLEMENT
FOR DUN & BRADSTREET

This is a legally binding agreement. Please read it carefully. By executing the Order Form for
Data.com Services which incorporates Data.com Data sourced by salesforce.com from Dun &
Bradstreet, Inc. (“D&B Data”), Customer acknowledges and agrees that:

- This Order Form Supplement is hereby made part of the Order Form for such Data.com Services
  (the “Order Form”) and governed by the Master Subscription Agreement,
- “D&B Data” shall be deemed “Data.com Data” for purposes of the Master Subscription
  Agreement, and all provisions of the Master Subscription Agreement shall apply to Customer’s
  use or access of D&B Data, and
- The terms of this Order Form Supplement are intended to be additional and are not intended to
  conflict with or supersede the terms of the Master Subscription Agreement. In the event of any
  conflict between the provisions in the body of the Master Subscription Agreement, and this
  Order Form Supplement, the terms of this Order Form Supplement shall prevail with respect to
  D&B Data.

This Order Form Supplement was last updated on January 18, 2013. It is effective between Customer and
salesforce.com as of the date Customer executed the Order Form.

1. DEFINITIONS

Capitalized terms used but not defined in this Order Form Supplement have the meanings given to them
in the Master Subscription Agreement.

“AppExchange” means the online directory of applications that interoperate with SFDC’s various
software-as-a-service offerings, located at http://www.salesforce.com/appexchange or any successor
URLs.

“Basic Data.com Fields” means the D&B Data fields identified on Schedule 1 hereto.

“SFDC’s salesforce.com CRM” means SFDC’s product and service offerings which are currently
referred to commercially as “Force.com,” “Sales Cloud” or “Service Cloud”, and any successor or
additional offerings as so identified in writing by SFDC as bearing the same or similar rights and
responsibilities as the foregoing with respect to the Data.com Services.

2. D&B DATA SOURCES

SFDC has entered into a strategic relationship with Dun & Bradstreet, Inc. (“D&B”) to enable customers
purchasing Data.com Services to seamlessly access D&B’s world-class account assets. For more
information about which D&B Data fields are available with the Data.com Services, please refer to the
Data.com Product Field List, available at http://www.salesforce.com/assets/pdf/misc/salesforce_DB_Field_List.pdf, which may be updated from
time to time. Notwithstanding the foregoing, Customer is hereby advised that it may purchase D&B Data
(separate and apart from the Data.com Services and SFDC’s salesforce CRM offerings) directly from
D&B or D&B’s local partners, provided that if Customer is an entity located in Singapore or South
Korea, it MUST purchase D&B Data directly from D&B’s local partners.
3. **OFFLINE DATA.COM SERVICE RESTRICTIONS**

3.1. **Authorized Users.** D&B Data accessed through offline Data.com Services may only be used by Users on behalf of the named entity which purchased such Data.com Services.

3.2. **DUNS Numbers.** DUNS Numbers are proprietary to and controlled by D&B and may only be used for identification purposes and for Customer’s internal business use.

4. **ONLINE DATA.COM SERVICE RESTRICTIONS**

4.1. **Imports and Exports.** Subject to the terms of the applicable Order Form and Section 5 below (Data Deletion and Post-Term License) herein, Customer may (i) import and store D&B Data from the online Data.com Services into SFDC’s salesforce.com CRM, (ii) import and store Basic Data.com Fields into any AppExchange offering, and (iii) export Basic Data.com Fields externally from the online Data.com Services to a third party product or service; provided, that Customer does not recreate an offline file using such imported or exported fields. For the avoidance of doubt, Customer may not import or store D&B Data fields which do not constitute Basic Data.com Fields into any AppExchange offering, or export D&B Data fields which do not constitute Basic Data.com Fields externally from the online Data.com Services to a third party product service.

4.2. **API Integration.** Subject to the terms of the applicable Order Form, Section 4.1 above, and the Master Subscription Agreement under which Customer has purchased SFDC’s salesforce.com CRM subscriptions, Customer may access SFDC APIs for the purposes of accessing, interacting with and/or querying D&B Data for use in applications, business logic and workflows associated with Customer’s org for SFDC’s salesforce.com CRM, or with AppExchange offerings.

5. **D&B DATA DELETION AND POST-TERM LICENSE**

5.1. **Offline Data.com Services.** Except as otherwise expressly permitted in a Data.com Order Form, upon termination or expiration of any offline Data.com Service subscription hereunder, Customer shall delete or destroy all copies of D&B Data in its systems, or otherwise in its possession or control, that Customer acquired pursuant to such terminated or expired subscription. Upon written request by SFDC, Customer shall provide written documentation to SFDC evidencing any deletion required under this paragraph.

5.2. **Online Data.com Services.** Except as otherwise expressly permitted in a Data.com Order Form, upon termination or expiration of any Data.com Service subscription hereunder, Customer may (i) retain in its data systems the Basic Data.com Fields provided or obtained in connection with such online Data.com Service that are integrated or commingled with Customer’s non-Data.com Data, and (ii) use, copy, modify and transmit such Basic Data.com Fields in accordance with the terms of this Agreement, provided that Customer is in full compliance with this Agreement and for as long as Customer remains so. Any such retention of Basic Data.com Fields by Customer does not entitle Customer to any updates, refreshes, or other ongoing Data.com Services, or entitle Customer to distribute or resell such Basic Data.com Fields. Notwithstanding any termination or expiration of the Agreement, Customer’s obligations under this Agreement shall continue to apply to any such retention by Customer of Basic Data.com Fields as if this Agreement had not been terminated. SFDC may revoke the above permission to retain Basic Data.com Fields, upon notice to Customer, if Customer is in breach of its obligations under this Agreement. Notwithstanding the foregoing, Customer shall delete or destroy all D&B Data fields which do not constitute Basic Data.com Fields, all electronic and physical stand-alone copies of Basic Data.com Fields in Customer’s possession or control, and all Basic Data.com Fields not integrated or commingled in the manner specified above. Upon SFDC’s written request, Customer shall provide SFDC with written documentation evidencing any deletion or destruction required under this Section.
6. DISCLAIMER
D&B DATA IS PROVIDED WITHOUT SUPPORT UNLESS OTHERWISE EXPRESSLY AGREED BY SFDC IN WRITING. EXCEPT AS EXPRESSLY PROVIDED HEREIN, D&B DATA IS PROVIDED "AS-IS," WITHOUT ANY WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SFDC AND D&B SPECIFICALLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. NEITHER SFDC NOR D&B WARRANT THE COMPREHENSIVENESS, CORRECTNESS, OR ACCURACY OF D&B DATA OR THAT D&B DATA WILL BE UNINTERRUPTED, CURRENT OR ERROR FREE. SFDC AND D&B MAKE NO WARRANTY WHATSOEVER ABOUT THE QUALITY, PROVENANCE OR LEGALITY OF D&B DATA, OR THAT THE SOURCES OF ANY D&B DATA HAD OR HAVE THE RIGHT OR AUTHORITY TO PROVIDE SUCH DATA TO IT OR THAT IT HAS THE RIGHT OR AUTHORITY TO PROVIDE IT TO CUSTOMER. CUSTOMER ASSUMES ALL RESPONSIBILITY AND RISK FOR ITS USE OF D&B DATA.

7. D&B INDEMNIFICATION
Customer shall defend D&B against any claim, demand, suit or proceeding made or brought against D&B by a third party arising from or based on Customer’s violation of applicable law under the Agreement (a “Claim Against D&B”), and shall indemnify D&B for any damages, attorney fees and costs finally awarded against D&B as a result of, or for any amounts paid by D&B under a court-approved settlement of, a Claim Against D&B; provided that D&B (a) promptly gives Customer written notice of the Claim Against D&B, (b) gives Customer sole control of the defense and settlement of the Claim Against D&B (provided that Customer may not settle or defend any Claim Against D&B unless it unconditionally releases D&B of all liability), and (c) provides to Customer all reasonable assistance, at Customer’s expense.

8. D&B LIMITATION OF LIABILITY
8.1. Limitation of Liability. IN NO EVENT SHALL D&B’S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THE AGREEMENT (WHETHER IN CONTRACT OR TORT OR UNDER ANY OTHER THEORY OF LIABILITY) EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER HEREUNDER.

8.2. Exclusion of Consequential and Related Damages. IN NO EVENT SHALL D&B HAVE ANY LIABILITY TO CUSTOMER FOR ANY LOST PROFITS OR REVENUES OR FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, COVER OR PUNITIVE DAMAGES HOWEVER CAUSED, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, AND WHETHER OR NOT CUSTOMER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING DISCLAIMER SHALL NOT APPLY TO THE EXTENT PROHIBITED BY APPLICABLE LAW.

9. SURVIVING PROVISIONS.
The sections of this Order Form Supplement titled “Offline Data.com Service Restrictions”, “Online Data.com Service Restrictions,” “D&B Indemnification,” “D&B Data Deletion and Post-Term License,” “Disclaimer,” and “Surviving Provisions,” shall survive any termination or expiration of this Order Form Supplement.
SCHEDULE 1
Basic Data.com Fields

1. Account Name or Lead Company
2. Account Billing Address
3. Account Billing City
4. Account Billing State/Province
5. Account Billing Zip/Postal Code
6. Account Billing Country
7. Account Phone
8. Account Fax (non-US only)
9. International Dialing Code
10. Account SIC Code (Primary – 4 digit)
11. Account SIC Description
12. NAICS Code
13. NAICS Description
14. Ownership
15. Account Ticker Symbol
16. Stock Exchange
17. Account or Lead Annual Revenue
18. Annual Sales Volume Indicator
19. Local Currency Code
20. Website
21. Description
22. Employees
23. Number of Employees – Total Indicator
24. FIPS MSA Code